Air Force Materiel Command

War-Winning Capabilities … On Time, On Cost

U.S. AIR FORCE

Repair Workshop
Aug 04

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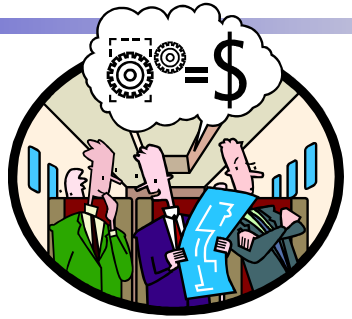
Integrity - Service - Excellence

Overview

- **PBSA Background**
- **PBSA Explained**
- **Supply vs. Service**
- **Seven Steps**
- **In Addition**

"OK, So why do PBSA?"



It's the law

Encourages Commercial Practices

PBSA

Shift's risk to Contractor

It's Cheaper?

"OK, So what is PBSA?"

It won't go away

It's not a disease

It's a philosophy

It's a process

PBSA

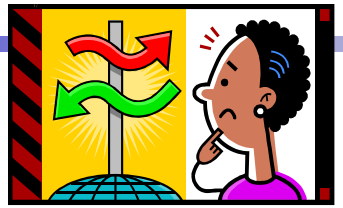
It's a team effort

It's not an SA=essay contest

I have to think

It uses the Contractor's Knowledge

"OK, So what is PBSA?"



Results NOT Process

Performance Plan

Multi-functional teams

Performanc e Standards

PBSA

Measurable Outcomes

It's the law

Remedies/ Incentives

Contract & Contractor Assessment

How do I begin?

SEVEN STEPS TO PERFORMANCE-BASED SERVICES ACQUISITION

1. Establish the team.
2. Decide what problem needs solving.
3. Examine private-sector and public-sector solutions.
4. Develop a PWS or SOO.
5. Decide how to measure and manage performance.
6. Select the right contractor.
7. Manage performance.

What do I need?
When do I need it?
How do I know if it's good when I get it?

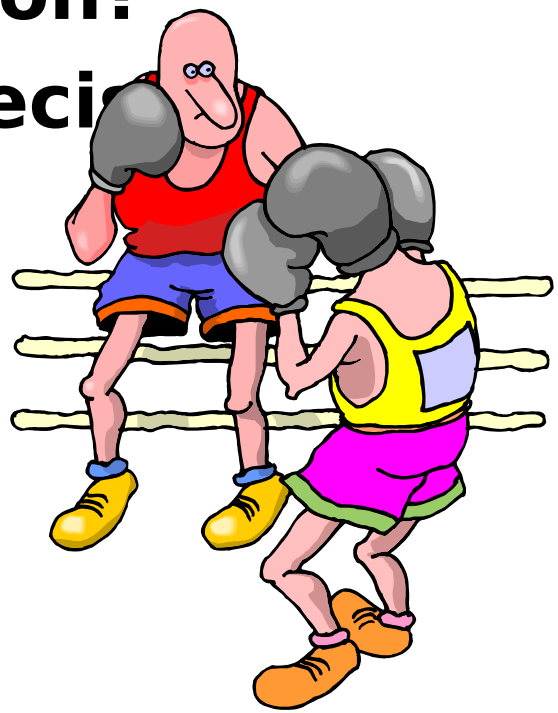
Analyze/Define Requirements

2 Decide what problem needs solving.

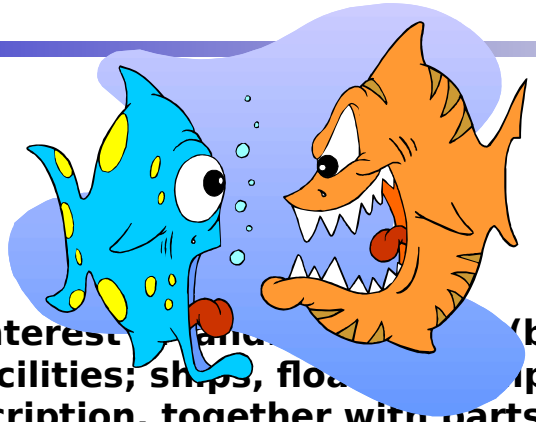
- **Link acquisition to mission and performance objectives.**
- **Define (at a high level) desired results.**
- **Decide what constitutes success.**
- **Determine the current level of performance.**

How do I begin?

- **How do I know if I am buying a supply or service?**
- **Who makes the decision?**
- **How do I make that deci**
- **Why is it important?**



Supplies vs. Services



- **Supply Definition:**
  - **“Supplies” means all property except land or interest [illegible] (but is not limited to) public works, buildings, and facilities; ships, flo[illegible]ipment, and vessels of every character, type, and description, together with parts and accessories; aircraft and aircraft parts, accessories, and equipment; machine tools; and the alteration or installation of any of the foregoing." FAR 2.101**
  - **…the alteration or installation of any of the foregoing. This is when the service is incidental to the supply**

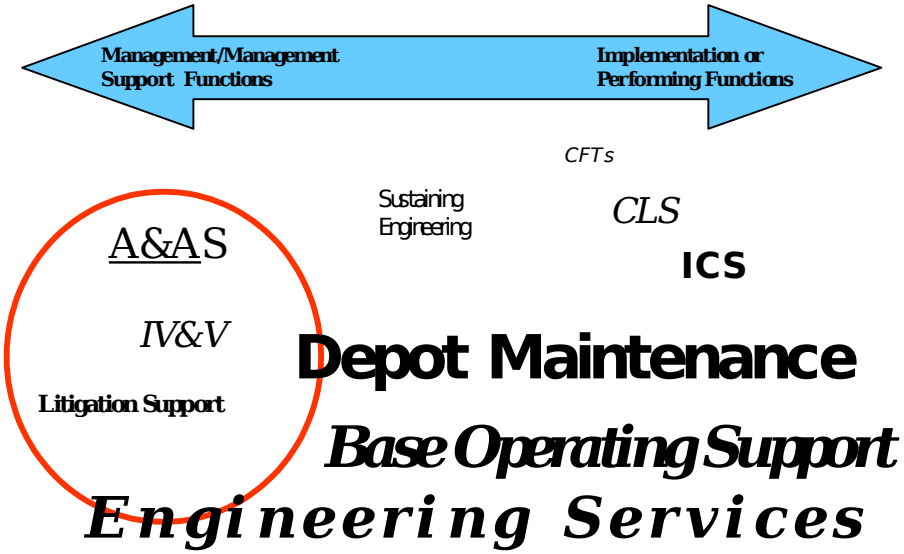
Supplies vs. Services

- **Supply features:**
  - **It is a tangible item - Can be held in-stock**
  - **Can be repaired - Can be bought using a NSN**
  - **Can be maintained - Can be rebuilt**
  - **Can be overhauled - Can be salvaged**
  - **Can be thrown away - Can be depreciated**

The Gov't accepts title

Supplies vs. Services

- **Services Definition:**
  - **A contract that directly engages the time and effort of a contractor whose primary purpose is to perform an identifiable task rather than to furnish an end item of supply. (FAR 37.101)**



Supplies vs. Services

- **Service features:**
  - **We are buying effort/time/knowledge**
  - **The result does not have to be successful**
  - **Contractor is performing an identifiable task**
  - **Can be personal or non-personal**
  - **May be performed on an end item we OWN**
  - **We are buying a solution**
  - **There may not have a tangible end item as a deliverable**
  - **Cannot be ordered by part number**
  - **Cannot be duplicated identically**

Supplies or Services?

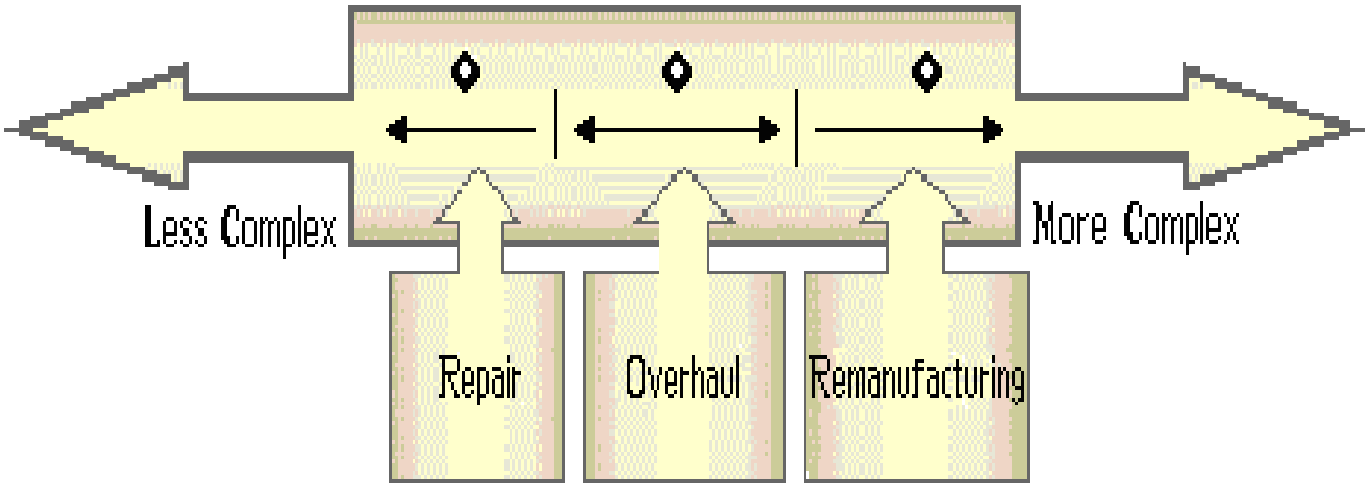
- **Is it a supply or service?**
  - **Advisory and Assistance Services (A&AS)**
  - **Studies and Analyses**
  - **R&D**
  - **Installation of computers**
  - **Construction**
  - **Technical Order (TO) Updates**
  - **Architect-Engineering**
  - **Overhaul**
  - **Remanufacturing**
  - **Contractor Logistics Support (CLS)**
  - **Contract Field Teams (CFT)**
  - **Sustaining Engineering**

Repairoverhaul maintenance/remanufacturing

Myth:

Repairoverhaulmaintenanceremanufacturing mean the same and are the same process

Fact: Each of these processes has separate processes and criteria. It is a continuum from less complex to



Service Myths – Repairoverhaul maintenanceremanufacturing

…Repair is the restoration of an item to serviceable condition through correction of a specific failure or unserviceable condition. In other words, repair is fixing a problem so that an item can work again. There are no guarantees about complete serviceability or like-new condition.

…Overhaul is the restoration of an item to a completely *serviceable* condition as prescribed by *maintenance serviceability standards*. An overhaul will allow the item to be fixed again and again and again, because overhaul is

Service Myths – Repairoverhaul maintenanceremanufacturing

…**Remanufacturing MUST meet the criteria in FAR 22-1003-6(a)(1).**

Once overhaul/modification services become so extensive as to constitute manufacturing, they are called remanufacturing, and are subject to the Walsh-Healy Act.

Usual stumbling block for an effort to qualify as remanufacturing is that the item is "restored to original life expectancy, or nearly so".

Service Myths – R&D Contracts

Myth: R&D is not a service.

Fact: There are only two major types of purchase—supplies and services. Research and development is a specialized type of service, just as construction, architect-engineering and contracted logistic support are special types of services. The Air Force Program Executive Officer for Services (AFPEO/SV) has stated that R&D contracts more closely resemble services than supplies. We are working to clean up the language in the regulations so that this distinction is clear.

Service Myths – Hybrid ontracts

Myth: If you pay more for supplies than services on a hybrid contract, the contract is a supply contract and vice versa.

Fact: Principal purpose is not determined by price nor percentage of work. It is determined by what the intent of the contract is. The term "intent" is a bit ambiguous—it's not determined by cost or percentage of work. Rather, it is determined by what you most hope to accomplish by the

Service Myths – SCA

Myth: All service contracts are covered by the SCA.

Fact: The Service Contract Act was created to ensure that service employees are paid a fair wage. There are several services that are exempt from SCA, including (but, not limited to) maintenance and repair of certain types of equipment, services provided by professionals, construction, and work done in accordance with the Walsh-Healey Act. "Whether or not the [SCA] applies to a specific service contract will be determined by the definitions and exceptions given in the

Service Myths – Walsh-Healy

Myth: Items covered by Walsh-Healey Labor Law must be supplies

Fact: This statement is not found in the law and has led to the incorrect belief that items/effort covered by Walsh-Healey must be supplies. The law does not exclude materials, supplies, articles or equipment that are manufactured or furnished in the performance of a service contract (i.e., remanufacturing.) *Once again, the inclusion of a labor law does not determine if the contract is for a*

Develop a SOW or SOO

PWS

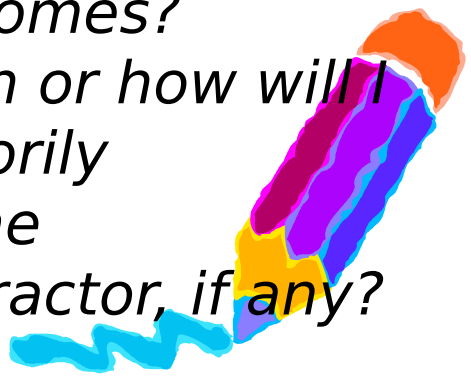
Conduct an analysis.
Apply the "so what?" test.
Capture the results of the analysis in a matrix.
Write the performance work statement.
Let the contractor solve the problem, including the lab mix.

SOO

Begin with the acquisition's "elevator message."
Describe the scope.
Write the performance objectives into the SOO.
Make sure the government and the contractor share objectives.
Identify the constraints.

Develop a SOW or SOO

- **Define the desired outcomes:** *What must be accomplished to satisfy the requirement?*
- **Conduct an outcome analysis:** *What tasks must be accomplished to arrive at the desired outcomes?*
- **Conduct a performance analysis:** *When or how will I know that the outcome has been satisfactorily achieved, and how much deviation from the performance standard will I allow the contractor, if any?*



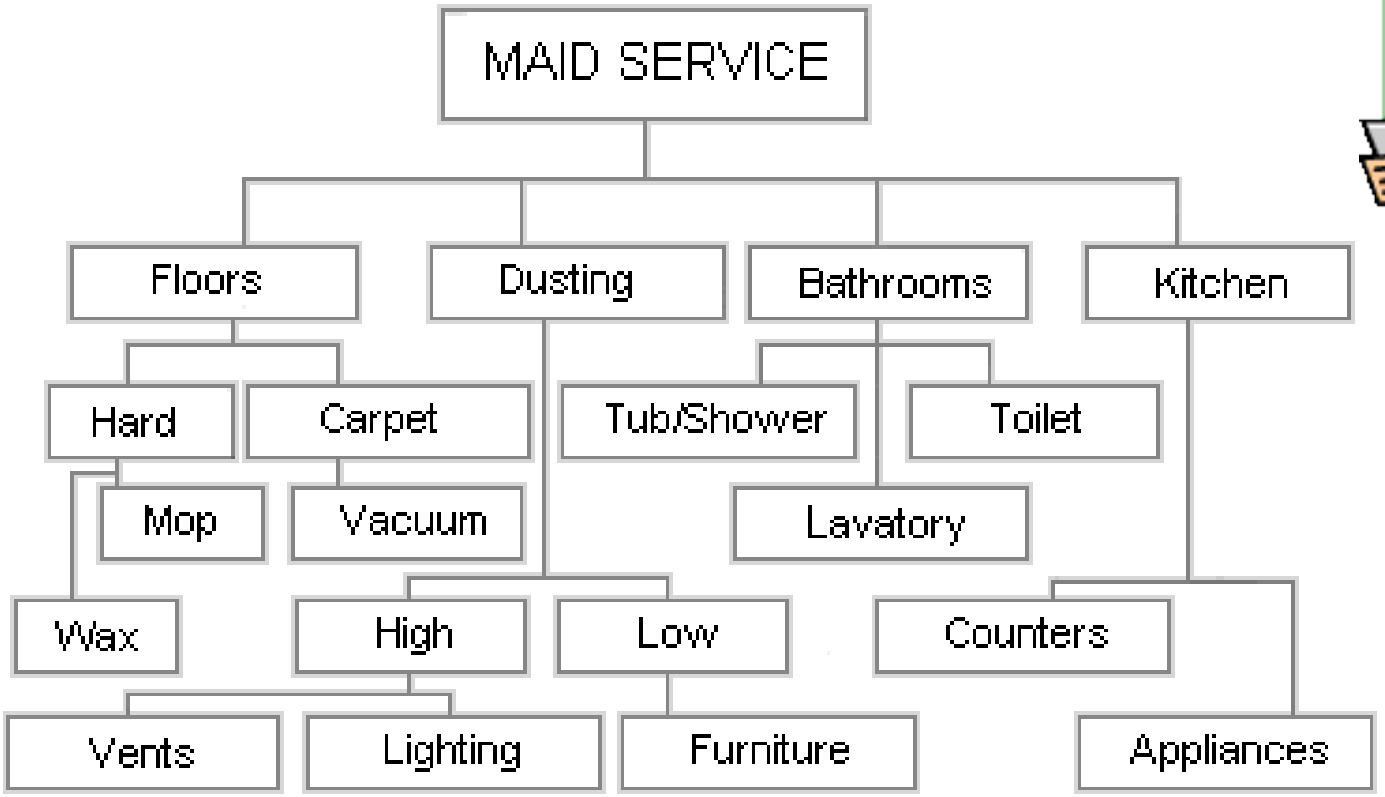
Defining the work

Work Breakdown Structure (WBS).

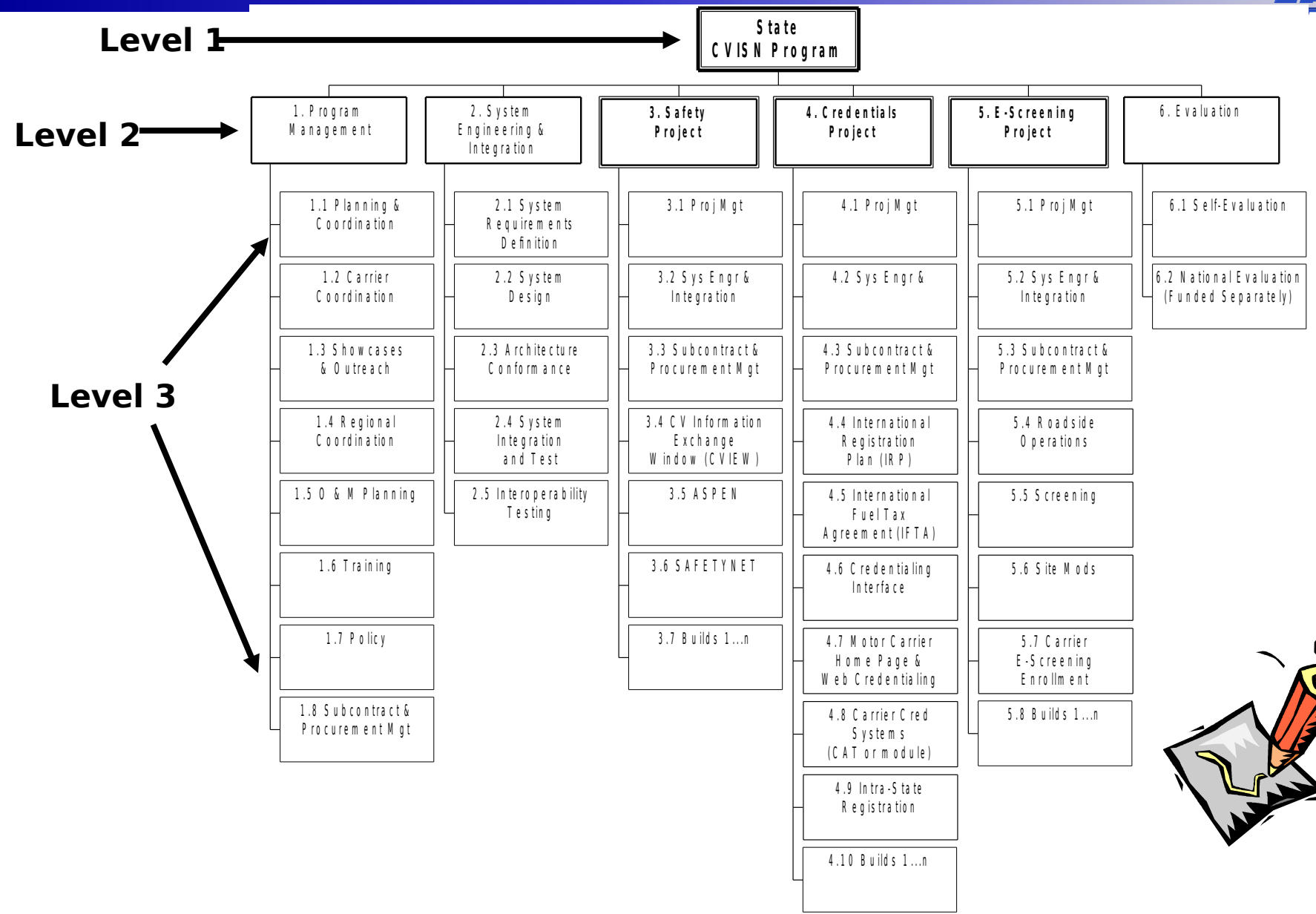
Outputs are clearly identified and can be separated from processes so the focus is on results. The inputs needed to get the job done are equally clear.

This information is great for proposal analysis, conducting a pre-award conference, and identifying Government-Furnished Property.

Develop a SOW or SOO



Typical WBS for a State CVISN Program



Outcomes

- Requires Performance Based SOW
  - **Requirements must be outcome based**
  - **Outcomes must be measurable**
  - **Contractor empowered to use best commercial practices and management innovation**

From: Specifying "How To" ***To: Specifyin***

C o n t i n u u m

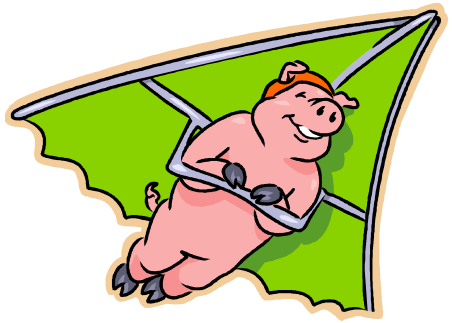
PBSA SOW Examples - Yes, No, Maybe

- Requires Performance Based SOW

3.1 Task 1. MESA/PD model Manager: The contractor shall furnish appropriately skilled labor for the management of the XYZ analytical tools called “The Model for Electronic Support and Attack” (MESA) and “Passive Detection” (PD). Duties include software engineering support (requirements solicitation and analysis, software design and testing, verification/validation), tool deployment support, and end user training/support. In this role the contractor shall make and be expected to make decisions regarding the design and functionality of the MESA and PD models for the government during performance. Deliverables include the following:
“Requirements Definition Document” for use in

PBSA SOW Examples - Yes, No, Maybe

- Requires Performance Based SOW



1.2.3.2 Experience. A minimum of six years experience working in fuels is required; three years in base level general fuels, and three years in a fuels managerial capacity. The contract manager shall have attended either the Fuels Mgt. Officer Course (C30ZR6421-000), or the Petroleum Logistics Mgt. Course (J3AZR2F091-001) or their commercial equivalents. If it is determined that school attendance would be of minimum benefit a waiver may be granted by the CO after coordination with the Functional Director (FD) and Quality Assurance Personnel (QAP).3.1

XXX The contractor shall have graduated from Harvard with a BS in Fuels Management.

PBSA SOW Examples - Yes, No, Maybe

- Requires Performance Based SOW

2.1.3 Follow fuels safety guidelines IAW AFI 23-201. The service provider is solely responsible for compliance with OSHA standards and protection of service provider employees IAW AFI 91-301. See Section 1, for Safety Plan requirements.

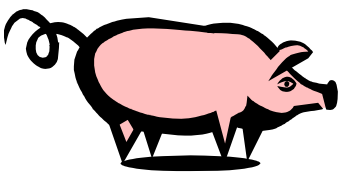
3.3.3 Requisition base procured investment equipment items after approval by the Resource Allocation Integrated Product Team and receipt of 3080 funds from MAJCOM IAW AFMAN 23-110, V2, PT2, Chapters 9 and 29.

3.3.4 Utilize the windows MICAP (Mission Capable) Asset Sourcing System to obtain lateral support for expedite requirements when necessary to meet customer demands only when zero balance at the depot IAW AFMAN 23-110, V2, PT9 and V2, PT2, Chapters [illegible].

3.3.5 Process local manufacture requisitions IAW AFMAN 23-110, V2, PT2, Chapter 9.

PBSA SOW Examples - Yes, No, Maybe

- Requires Performance Based SOW



Preservation is accomplished only if required by technical orders listed below and only if directed by the ACO:
Accomplish engine preservation in accordance with TO 1C-130B/H-2-4 or 1C-130(H)H-2-2 and 1C-130H-2-00GE-00-1.
Remove aircraft storage battery and SCNS battery if installed, store, and maintain as directed in TO 8D2-1-31 or TO 8D2-3-1.
Treat the aircraft as directed in TOs 1-1-17 and 1C-130A-17 when storage

PBSA SOW Examples - Yes, No, Maybe

- Requires Performance Based SOW

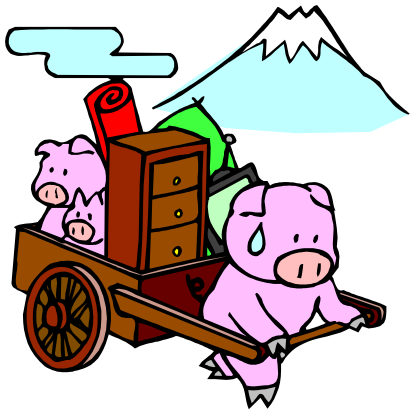
1.2.5.1. Process all requests for supplies and equipment and establish suspense control for requests IAW AFMCI 23-201, Chap 3. Date/time stamp all requests, perform quality control, verify request's validity, make sure the request has been reviewed, approved, and signed by the appropriate individuals in the requisitioning organization, and verify that a valid job order number (JON) is identified. Obtain additional information or resolve discrepancies if necessary or return the request to the initiator for additional information. If all information is correct, establish suspense control for the request and process IAW AFMCI 23-201, Chapter 3.

3.3.8 Process requisitions to satisfy emergency walk through requests for local purchase items IAW AFMAN 23-110, V2, PT2, Chapter 9.

3.3.9 Process and validate the Local Purchase MILSTRIP Research and Follow-up List (M37) IAW AFMAN 23-110, V2, PT2, Chapter 9 and AFM 177-206, Section 32.

PBSA SOW Examples - Yes, No, Maybe

- Requires Performance Based SOO



Technical Objectives:

Provide robust IT infrastructure services for all operations, logistics and maintenance functions.

Provide system and network administration for all systems and applications located on the LANs.

Implement a single help desk/service center capability to coordinate all maintenance issues with all customers.

Implement life cycle management processes.

Implement system's engineering processes consistent with industry standards

Develop all IT infrastructure technical solutions, brief government program manager for approval, and implement solutions per approved parameters for cost, schedule and performance.

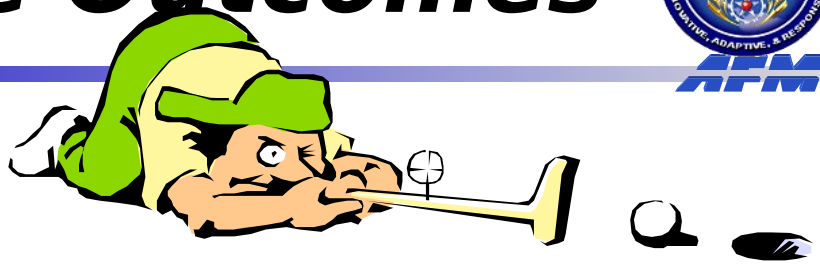
A MUST!!!

Measure and Manage Performance

5. Decide how to measure and manage performance.

- Review the success determinants.
- Rely on commercial quality standards.
- Have the contractor propose the metrics and the quality assurance plan.
- Select only a few meaningful measures on which to judge success.
- Include contractual language for negotiated changes to the metrics and measures.
- Apply the contract-type order of precedence carefully.
- Use incentive-type contracts.
- Consider other incentive tools.
- Recognize the power of profit as

Measurable Outcomes



- Measurable Outcomes

  Sow Para 1.1

  - Ad hoc report generation from consolidated database to support our Customers.
  - Maintain the Production Web Application, responding to problems and Deficiency Reports (DRs).
  - Implement all enhancements that comply with Full Certification & Accreditation (C&A) and Command, Control, Computer, Communications Information System Process (C4ISP).

- **What is important in each of these requirements to you?**
  - **Timeliness, Accuracy, Cost, Customer interaction, "down time for the**

Performance Standards Acceptable Quality Level (AQL)

- What is important in each of these requirements to you?
  - Timeliness, Accuracy, Cost, Customer interaction, “down time for the system/application”
  - How will I determine if the contractor is performing?

Performance Objective	SOW Para.	Performance Threshold	Method of Surveillance
Ad hoc report generation from consolidated database to support our Customers	1.1	95% all reports are generated within three days Timeliness	Valid Customer Complaints for the reporting period

- Para 1.1 Ad hoc report generation from consolidated database to support our Customers.

Performance Standards Acceptable Quality Level (AQL)

- What is important in each of these requirements to you?
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Para 1.1 Ad hoc report generation from consolidated database to support our Customers.

Performance Objective	SOW Para.	Performance Threshold	Method of Surveillance
Ad hoc report generation from consolidated database to support our Customers	1.1	95% all reports are generated without errors	Valid Customer Complaints for the reporting period

Accuracy

Performance Standards Acceptable Quality Level (AQL)

- What have I missed?
  - Performance Objective
  - SOW Para
  - Performance Threshold
  - Method of Surveillance

Performance Objective	SOW Para	Performance Threshold	Method of Surveillance
Ad hoc report generation from consolidated database to support our Customers	1.1	95% all reports are generated within three days — Timeliness	Valid Customer Complaints for the reporting period
Ad hoc report generation from consolidated database to support our Customers	1.1	95% all reports are generated without errors — Accuracy	Valid Customer Complaints for the reporting period

Performance Standards

- What is the acceptable Quality Level?
- What is the criticality

Acceptable Quality Level (AQL)

Performance Objective	SOW Para	Performance Threshold	Method of Surveillance
Maintain the Production Web Application, responding to problems and Deficiency Reports (DRs).	1.1		

Contractor Assessment

- **Tailor level of assessment to type and size of contract, kind of service, and contractor's own quality control plan**
  - **Timeliness of surveillance**
  - **Method consistent with established guidelines**
  - **Surveillance folders up to date**
- **Methods of assessment**
  - **Trend Analysis**
  - **Periodic surveillance/inspection**
  - **Random sampling**
  - **Valid customer complaints and/or fee**

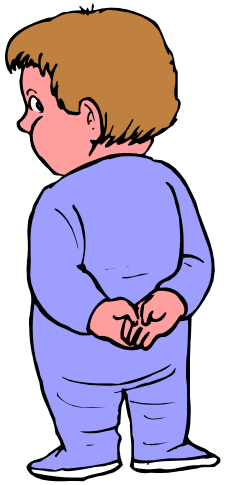
Contractor Assessment

- **Methods of assessment (cont)**
  - **Third party audits/assessments**
  - **100% inspection/surveillance**

What do I do if the KTR doesn't perform?

- **Negative Incentives/Remedy** **MANDATORY**
  - **Re-performance is preferred over fee/price reductions**
  - **Procedures for reduction of fee/price required (minimally satisfied by an inspection of services or commercial inspection clauses)**
  - **Past performance "report cards" should reflect actual performance and be used for future evaluations for award**
  - **Increased Surveillance**
  - **CPAR statements**

One size doesn't fit all!!



Can I motivate the KTR to do more?

- **Positive Incentives** as applicable

  Don't have to be monetary

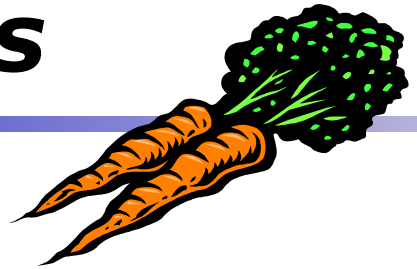
  - Consider Award Fee and Award Term incentives
  - Exercising of options
  - Reduced surveillance
  - Performance incentive (Bonus on a FFP cor
  - Past performance "report cards" should reflect actual performance and be used for future evaluations for award
  - Newspaper article on merits of contractor
  - Participation in enterprise type meetings

Incentives

- **Positive Incentives (Con't)**
  - **Strategic supplier alliances**
  - **Performance-based payments**
  - **Schedule incentives**
  - **Agency "supplier of the year" award programs**
  - **Competitive considerations**
  - **Share-in-share savings strategies**
  - **Letters of Commendation**

One size doesn't fit all!!

Incentives



- **Positive Incentive Tips**
  - Will enhanced performance provide additional value to the mission?
  - Which areas of the requirement would benefit most from enhanced performance? Which areas do not need added incentives?
  - How much is the agency willing to pay to achieve a level of performance beyond the performance standard? Is there a potential for using cost sharing?
  - Do contractors within a particular industry prefer additional performance periods (award terms) in lieu of monetary incentives (award fees)?
  - Is the incentive affordable? Will it affect timelines or schedules in a positive way? Adversely?

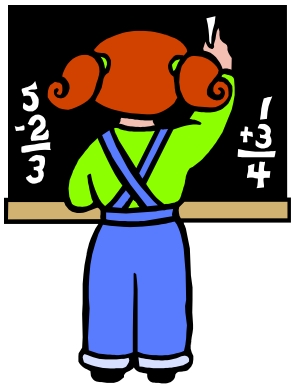
Manage Performance

- Keep the team together
- Adjust roles and responsibilities
- Assign accountability for managing contract perfo
- Add the contractor to the team at a formal “kick-o
- Regularly review performance in a Contract Perfo
  Improvement Working Group.
- Ask the right questions.

Important Extras

- **Governing regulations**
  - AFI 63-124 PBSA
    - 01April 99
    - 09 Feb 04
    - Sep 04?
  - AFI 63-125 Quality
  - DoDI 3020-37 Essential Services
- **Documents**
  - Old Awards: SOW, SDS, BRAG, QASP, Contractor Surveillance
  - New awards: SOW, SDS, Multi-functional team, QASP/Performance Plan, Contractor Assessment
- **Proper Coding**

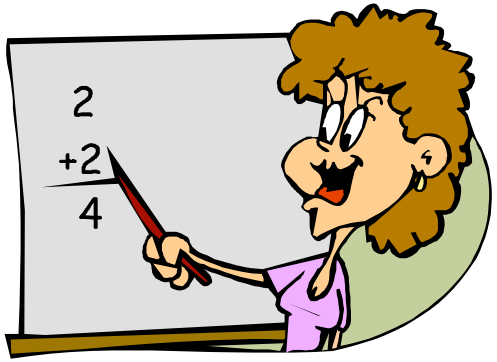
In Addition, Governing Regulations



- **Governing regulations**
  - AFI 63-124 PBSA
    - April 99
    - 09 Feb 04
    - Sep 04?

    Philosophy Change
  - DoDI 3020-37 Essential Services
  - FAR/DFARS etc

In Addition, Documents, Coding, Inspections



- **Documents**
  - Old Awards: SOW, SDS, BRAG, QASP, Contractor Surveillance
    - Does it have to be PBSA?
    - How do I bring it to PBSA requirements?
    - What about competition?
  - New awards: SOW, SDS, Multi-functional team, QASP/Performance Plan, Contractor Assessment
- **Proper Coding**
  - Why important?
- **Inspections**
  - What's important?

In Addition, Documents, Coding, Inspections

- **Documents**
  - Old Awards: SOW, Service Delivery Summary (SDS), Business Requirements and Advisory Group, Quality Assurance Surveillance Plan (QASP), Contractor Surveillance
    - Does it have to be PBSA?
    - How do I bring it to PBSA requirements?
    - What about competition?
  - New awards: SOW, Services Summary(SS), Multi-functional team, QASP/Performance Plan, Contractor Assessment, AFIs/Regs

In Addition, Documents, Coding, Inspections

- Performance Plan
  - Purpose: Better oversight of Services Aqcs
  - Definition: Performance Plan – "Prescribes th

objective in having the services, the goals of the multi-functional team, team members and their roles and responsibilities (to include the contractor performing the service), and how the multi-functional team will assess contractor performance and manage the contract to obtain efficiencies, improved performance, and cost savings throughout its life cycle." AFI 63-124

- 2 parts - Contract Mgt/Assessment

  How do you know your contract is successful?

  - Contractor Mgt/Assessment (aka QASP)

  How do you know your contractor is successful?

Example 1

- SOO/SOW ISSUES
- 1.0 PROGRAM OBJECTIVES:

1.1 OVER ALL PROGRAM OBJECTIVES: The objectives of this program are for BM Enterprises to accomplish essential repair and maintain configuration of the XXX and its components. This requirement is in direct support of the Block 40 through 52 of the F-55 aircraft. The national stock numbers (NSN) and part numbers of the XXX to be repaired are:

Example 1

Performance Objective	SOO Paragraph	Performance Threshold
G009 Government Furnished Material Transaction Reporting System (GFMTR)	5.0	Requirements must be 95% accurate and on time.
349	5.0	Requirements must be 100% accurate and on time.
Quality Deficiency Reports (QDR)	5.0	No more than 1% QDR's per year.
Turn Around Time (TAT)	5.0	Deliveries must be 100% on

Example 1

Performance Objective	SOO Paragraph	Performance Threshold
G009 Government Furnished Material Transaction Reporting System (GFMTR)	5.0	Requirements must be 95% accurate and on time.
349	5.0	Requirements must be 100% accurate and on time.
Quality Deficiency Reports (QDR)	5.0	No more than 1% QDR's per year.
Turn Around Time (TAT)	5.0	Deliveries must be 100% on

Need Verbs

What is this?

Need Verbs

Two Thresholds

What happens with the 5% Remaining?

No accuracy

Example 1

Performance Objective	SOO Paragraph	Performance Threshold
G009 Government Furnished Material Transaction Reporting System (GFMTR)	5.0	Requirements must be 95% accurate and on time.
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Example 2

F -93 Airframe Mounted Accessory Drives (AMADs) SOO

1.0 DESCRIPTION OF SERVICES

Depot repair/overhaul is required for F-93 AMADs consisting of the Right-Hand AMAD A-D (R/H AMAD), Left-Hand AMAD A-D (L/H AMAD), the Right-Hand AMAD E (R/H AMAD E), and the Left-Hand AMAD E (L/H AMAD E). The AMADs are essential for F-93 main engine start-up and running of the auxiliary power requirements of the F-93 aircraft.

1.1 PROGRAM OBJECTIVES

The purpose of this requirement is to provide a repair/overhaul vehicle of F-93 SPS AMADs. Work shall be accomplished for negotiated quantities in accordance with Technical Orders 2JA16-3-3 and 2JA16-3-4 or the Original Equipment Manufacturers overhaul process orders. Contractual requirements include disassembly, inspection, repair, assembly, test, storage, and shipment of serviceable F-93 AMADs by the contractor. The contractor is to furnish parts, facilities, labor and the equipment necessary to return AMADs to the latest serviceable configuration within the timeframe required. Performance deviations and unauthorized modifications are not

Example 2

F-93 Airframe Mounted Accessory Drives (AMADs)

The contractor shall provide a Statement of Work (SOW) proposing how the contractor will receive AMADs from the USAF that require repair/overhaul, perform all necessary repairs and return the AMADs as serviceable assets to Air Force stock. The SOW should also contain suggested high-level performance metrics and measures that are based on proposed solutions and proposed quality assurance plans. The SOW should also address possible recourse if a nonconforming component is received by the Air Force. The SOW shall have a Service Delivery Summary (SDS) citing the:

a) Performance objective (service required)

b) Performance threshold (specific standard) should:

1. Align contractor performance with your business objectives

2. Focus on critical success factors in meeting performance objs

3. Use commercial standards where appropriate

4. Reflect performance goal based on commercial best practices

5. Promote continuous improvement in performance and

Example 3

The F-55 Head-Up Display (HUD) Integrated Product Team (IPT) is in the process of transitioning to a Performance Based Service Acquisition. In doing so, the IPT has encountered several areas where defining performance as well as how to measure performance has been challenging. The IPT would like to ask for guidance in the following areas:

Previous contract activities have employed an Appendix "A". The Appendix "A" is basically a work specification document that defines the ground rules that the contractor must adhere to. Elements found in the Appendix "A" can cover everything from general information, receipt of equipment at facility, work requirements to technical orders and other directives. The primary purpose of this document is a "work to" specification. The question we have is very simple; how do we define and measure performance on a "build to print" item? All of the items cited on this contract are to be repaired and accepted IAW Original Equipment Manufacture (OEM) contractor data and drawings.

Example 3

This contract will have an estimated 60 Contractor Line Item Numbers (CLINs). On previous contracts the delivery schedule varied from item to item depending on its complexity. Like items were combined and quantities varied to meet the Government's requirement. We would like to measure performance based on delivery schedules. Are there any recommendations as to how we can measure performance in this fashion?

a. Can you identify the performance threshold by Sow Para vice CLIN?

b. You can ask the contractor(s) for suggestions.

c. I'd like to see the grouping, but I think it can still be done if the performance thresholds are carefully written.

Example 4

PERFORMANCE PLAN

1. Objective

The contract resulting from Purchase Request FD2020-04-xxxx is to test 5 SMURFS to determine condition. This requirement is to identify a serviceable SMURFS to satisfy
an existing MICAP and provide a repair cost for the remaining assets.

Requirements.

Condition check 5 SMURFS IAW Statement of Work

Performance Standard?

Part Number	NSN	Quantity	Delivery
Big	1234-56-789-1011	2	14 assets 120 days after receipt of order and assets 11 assets 180 days after receipt of order and assets
SMALL	1234-56-789-1012	3	30 assets 120 days after receipt of order and assets 6 assets 180 days after receipt of order and assets

Example 4

Data Requirements. OK

Goals of Multi-functional team

Ensure that tasks identified in the SOW are completed in a timely manner.

1. **Multi-function Team OK**
2. **Performance Assessment**

The contractor will be evaluated in the following areas:

Performance Objective:

A. Asset condition checks are completed on time (?)(RPF xxx) – The LMS will monitor DO Status DO requirements. What SOW para does this apply to? Acceptable performance is 95% of stated requirement. What happens to the other 5%

B. Report information submitted within xx days after completion- CDRL?

Any discrepancies will be brought to the attention of the Logistics Management Specialist and contracting officer.

QAP Schedule:

The QAP will develop a monthly surveillance schedule, based on contract requirements. The schedule must be completed no later than 7 calendar days before the beginning of the period it covers. NO The QAP must give one copy of the surveillance schedule to the Contract Administrator before the start of the surveillance period.

Changes to the monthly surveillance schedule will sent to the Contract Administrator. Documentation of the reason for the change will be included.

Example 4

Acceptance of services:
Report will be inspected at Destination by Government personnel and accepted after QAP review.

1.Performance Management

Performance assessment data will be reviewed for negative trends. If, at any time during the surveillance period, the results of surveillance show that the number of unacceptable observations during the period exceeds the performance threshold, and the QAP determines that it is not government caused, the QAP notifies the CO in writing. The CO evaluates the comments and contacts the contractor. The CO and Contractor will evaluate the situation and negotiate some means of compensation for unacceptable performance. NO The authority used is the Inspection of Services clause.

1.Multi-function Team Members OK

Is there an SS(SDS)?

Where is the contract assessment? Part 1 of the Performance Plan?

In Addition, Documents, Coding, Inspections

- AFI 63-124 Requirement to be managed upon contract award (i.e., para **1.2.5.10.**) signed by members of the multi-functional team that identifies the following:
  - 1.1.4.1. The objective in having the service provided, i.e., to provide quality housing maintenance to military members.
  - 1.1.4.2. The results the multi-functional team is striving to achieve in managing the acquisition, i.e., cost savings, efficiencies, improved customer service.
  - 1.1.4.3. The multi-functional team members, and how roles and responsibilities are distributed among team members.
  - 1.1.4.4. The approach, methods and tools the multi-functional team will use to assess the contractor's.
  - 1.1.4.5. The approach, methods and tools the multi-functional team will use to manage the acquisition upon award.
  - 1.1.5. The metrics used to track contractor progress to meet stated performance objectives.
  - 1.2.5.10. Outline how the team will manage the contract upon award IAW paras **1.1.4.1.**,**1.1.4.2.**, **1.1.4.3.**, and **1.1.4.5.**

In Addition, Documents, Coding, Inspections

1.2.6. Contracting Squadron Commanders, Chiefs of the Contracting Offices,

Developing a Government QASP that specifies how inspection and acceptance of services is to occur. This plan, tailored to the individual requirement, is put in writing for each delete blank spaces contract. The complexity of the plan should match the characteristics of the services. For example, a plan for a simple commercial service is generally less complex than one for a base operating support contract. Use documentation to capture past performance information.

A performance plan (IAW **1.1.4.**) may be used in lieu of a QASP.

Example 5

1. Objective QASP

The contract resulting from Purchase Request XXX is to provide repair of 150 assets to serviceable condition. ...This requirement is to provide repair for existing and projected backorders until the OO-ALC repair facility obtains new/upgraded test equipment to resume repair.

Delivery

14 assets 120 days after receipt of order and assets

11 assets 180 days after receipt of order and

Example 5

1. Repaired assets delivered on time: Acceptable production is 95% of stated contract requirement. Other 5%.
2. Repaired assets delivered without defect Good – Acceptable QDR rate is less then 10% QDR returns of repaired assets. Monthly, yearly? How do you know what 10% will equal until the contract ends?
3. G009 information reported within xx days after end of reporting period. - The G009 data input within xx days after end of reporting month shall be 95% accurate to be considered acceptable. Accuracy and timeliness intermixed. What does 95% pertain to? What about the other 5 %
4. Maintenance data collection information

Questions